| Electronic Patent Application Fee Transmittal |                                  |          |          |        |                         |  |  |
|---|----------------------------------|----------|----------|--------|-------------------------|--|--|
| Application Number:                           | 10                               | 10052577 |          |        |                         |  |  |
| Filing Date:                                  | 18-Jan-2002                      |          |          |        |                         |  |  |
| Title of Invention:                           | Customer management system       |          |          |        |                         |  |  |
| First Named Inventor/Applicant Name:          | Brent Magouirk                   |          |          |        |                         |  |  |
| Filer:  | Andrew G. Colombo/Carrie Windsor |          |          |        |                         |  |  |
| Attorney Docket Number:                       | 36676                            |          |          |        |                         |  |  |
| Filed as Small Entity                         |                                  |          |          |        |                         |  |  |
| Utility Filing Fees                           |                                  |          |          |        |                         |  |  |
| Description                                   |                                  | Fee Code | Quantity | Amount | Sub-Total in<br>USD(\$) |  |  |
| Basic Filing:                                 |                                  |          |          |        |                         |  |  |
| Pages:  |                                  |          |          |        |                         |  |  |
| Claims:                                       |                                  |          |          |        |                         |  |  |
| Miscellaneous-Filing:                         |                                  |          |          |        |                         |  |  |
| Petition:                                     |                                  |          |          |        |                         |  |  |
| Patent-Appeals-and-Interference:              |                                  |          |          |        |                         |  |  |
| Post-Allowance-and-Post-Issuance:             |                                  |          |          |        |                         |  |  |
| Extension-of-Time:                            |                                  |          |          |        |                         |  |  |
| Extension - 3 months with \$0 paid            |                                  | 2253     | 1        | 510    | 510                     |  |  |

| Description    | Fee Code          | Quantity | Amount | Sub-Total in<br>USD(\$) |
|----------------|-------------------|----------|--------|-------------------------|
| Miscellaneous: |                   |          |        |                         |
|                | Total in USD (\$) |          |        | 510                     |